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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING FOR  
CALL CENTERS"Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

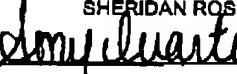
) Group Art Unit: 2645

) Examiner: Anwah, Olisa

AMENDMENT AND RESPONSE

## CERTIFICATE OF FACSIMILE TRANSMISSION

I HEREBY CERTIFY THAT THIS PAPER IS BEING  
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ON MAY 12, 2003.

SHERIDAN ROSS P.C.  
BY: 

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INTRODUCTORY COMMENTS

Applicant submits this Amendment and Response to address the Office Action having a mailing date of February 5, 2003 (Paper No. 11). Filed concurrently herewith is a Request for Extension of Time, thereby extending the time period for response from May 5, 2003 to June 5, 2003. Although the Applicant believes that no fees are due for filing this Amendment and Response, please credit any overpayment or charge any underpayment to Deposit Account No. 50-1602.

Please cancel Claim 3 and amend the above-identified patent application as follows:

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**FACSIMILE COVER SHEET**

TIME: \_\_\_\_\_

DATE: May 12, 2003

Please deliver the following page(s) to:

Name: Olisa Anwah, Examiner  
 U.S. Patent Office

Facsimile Number: 703-872-9314

Our File Number: 4366-6

Your Ref. No.: Serial No. 09/482,969 filed January 12, 2000

Total Number of Pages, including this cover page: 16

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MESSAGE:

Please find attached a (1) Request for Extension of Time and (2) Amendment and Response.

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